



NC DEPARTMENT OF  
**HEALTH AND HUMAN SERVICES**  
Division of Health Benefits

# Health Care Option Guide

**SAMPLE**

All health care options are required to have the same type of Medicaid services you get now. These include:

- Doctor visits      ▪ Hospital visits      ▪ Behavioral health care      ▪ Prescriptions      ▪ Eye care
- Medical supplies      ▪ Lab tests and X-rays      ▪ Therapies      ▪ Hospice      ▪ Care management

To see the full list of NC Medicaid covered services provided by the health care options, go to [ncmedicaidplans.gov](https://ncmedicaidplans.gov). Some health care options also have added services.

**Questions?** Go to [ncmedicaidplans.gov](https://ncmedicaidplans.gov). Or call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com). We can speak with you in other languages.

STANDARD PLAN	NC MEDICAID DIRECT	EBCI TRIBAL OPTION
A North Carolina Medicaid and NC Health Choice health plan. It offers physical health, pharmacy, care coordination and basic behavioral health services for members.	North Carolina's health care program for Medicaid beneficiaries who are not enrolled in NC Medicaid Managed Care. It includes care coordination provided by Community Care of North Carolina (CCNC), the primary care case management entity (PCCMe). There are six Local Management Entity-Managed Care Organizations (LME-MCOs) that coordinate services for a mental health disorder, substance use disorder, intellectual/developmental disability or traumatic brain injury.	The primary care case management entity (PCCMe) created by the Cherokee Indian Hospital Authority (CIHA). It includes care coordination by Vaya Health for a mental health disorder, substance use disorder, intellectual/developmental disability or traumatic brain injury.
<b>Who qualifies for this option?</b> <ul style="list-style-type: none"> <li>▪ Most families and children</li> <li>▪ Children who get NC Health Choice</li> <li>▪ Pregnant women</li> <li>▪ People who are blind or disabled and not receiving Medicare</li> <li>▪ Federally recognized tribal members or others eligible for Indian Health Service (IHS)</li> </ul>	<b>Who qualifies for this option?</b> <ul style="list-style-type: none"> <li>▪ Federally recognized tribal members or others eligible for Indian Health Service (IHS)</li> <li>▪ People who get Family Planning Medicaid only</li> <li>▪ People who are medically needy</li> <li>▪ People in the Health Insurance Premium Payment (HIPP) program</li> <li>▪ People in the Program for All-Inclusive Care for the Elderly (PACE)</li> <li>▪ People who get Refugee Medical Assistance</li> <li>▪ Children in foster care</li> <li>▪ Children who get adoption assistance</li> <li>▪ Children who get Community Alternatives for Children (CAP/C) services</li> <li>▪ People who get Community Alternatives Program for Disabled Adults (CAP/DA) services</li> <li>▪ People who get Medicaid and Medicare</li> <li>▪ People who get Innovations Waiver services</li> <li>▪ People who get Traumatic Brain Injury (TBI) Waiver services</li> <li>▪ People who may have a mental health disorder, substance use disorder, intellectual/developmental disability or traumatic brain injury</li> </ul>	<b>Who qualifies for this option?</b> <ul style="list-style-type: none"> <li>▪ Federally recognized tribal members or others eligible for Indian Health Service (IHS) who live in the following counties: Buncombe, Clay, Cherokee, Graham, Haywood, Henderson, Jackson, Macon, Madison, Swain, Transylvania</li> </ul>

You can get free auxiliary aids and services, including information in other languages or formats such as large print or audio.

# Standard Plan

Read the **added services** that each Standard Plan offers. Some services may only be available for members who qualify. For questions, call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com).



**1-866-799-5318**

TTY: 711

wellcare.com/nc

7 a.m. to 6 p.m.,  
Monday through Saturday

Member: SAMPLE	Medicaid #: 1234567
Member ID: 9999999	Plan Name: Sample Plan
Primary Care Provider (PCP): Sally Smith WATSON CLINIC 1234 MAIN ST STE ABC MOOREVILLE, NC 28688 PCP Phone: 1455-555-1235	RxBIN: 004336 RxPCN: MCADADV RxGRP: RX8775

**Statewide**  
(all 100 counties)



**1-800-349-1855**

TTY: 711

uhccommunityplan.com/nc

7 a.m. to 6 p.m.,  
Monday through Saturday

Health Plan (00040): 911-87726-04	Group Number: NCMMC
Member ID: A999999991	Member Name: MEMBER NAME
Member ID: 87726	Member ID: 87726
AMH/PCP Name: PROVIDER NAME	AMH/PCP Phone: (000)000-0000
PROVIDER STREET ADDRESS	CITY, STATE, ZIP
0901	Administered by UnitedHealthcare Community Plan of North Carolina, Inc.

**Statewide**  
(all 100 counties)



**1-844-594-5070**

TTY: 711

healthybluenc.com

7 a.m. to 6 p.m.,  
Monday through Saturday

Member Name: [Name]	Primary Care Provider (PCP):
Member ID: [ID]	PCP Telephone #: [Phone]
Effective Date: [Date]	PCP Address: [Address]
Date of Birth: [DOB]	RxBIN: XXXXXXXX
	RxPCN: XX
	RxGRP: XXXXX

**Statewide**  
(all 100 counties)



**1-855-375-8811**

TTY: 1-866-209-6421

amerihealthcaritasnc.com

24 hours a day,  
7 days a week

Member name: [Name]	Primary Care Provider (PCP):
Member ID: [ID]	PCP Telephone #: [Phone]
AmeriHealth Caritas North Carolina ID: [ID]	PCP Address: [Address]
State ID: [State ID]	RxBIN: XXXXXXXX
	RxPCN: XX
	RxGRP: XXXXX

**Statewide**  
(all 100 counties)

Please turn the page for added services ►

**Questions?** Go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov). Or call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com). We can speak with you in other languages.

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### Education

- \$120 GED voucher, including GED testing, tutoring, and reading scholarships

### Prenatal

- Up to \$450 in rewards for baby products; stroller, playpen, car seat, or diapers

### Wellness

- \$75/year rewards gift cards
- 20% CVS discount card
- 24-week voucher for Weight Watchers®

### Youth

- Boy Scouts, Girl Scouts and 4-H Club membership

### Other

- Hearing aid (up to \$300)
- Up to \$120 yearly for over-the-counter drugs
- Cell phone with 350 monthly minutes, free texts, 3 GB data
- Rides to covered services for Health Choice members and rides to classes and events for all members

### Education

- Up to \$160 GED exam voucher, materials, and life skills training

### Prenatal

- Free electric breast pump
- Up to \$100 in rewards for baby products

### Wellness

- \$75/year rewards gift cards
- 13-week voucher for Weight Watchers®

### Youth

- \$75 yearly for membership at Boys and Girls Club or YMCA

### Other

- \$100 yearly value in alternative healing, acupuncture, massage therapy
- Up to \$150 for hypoallergenic mattress cover and pillowcase for asthma
- Cell phone with free minutes, data, and texts
- 14 prepared home-delivered meals after a qualified hospital or nursing facility stay, if qualify

### Education

- \$50 annual gift card for school supplies
- Up to \$160 GED exam voucher
- 24 hours of online tutoring for eligible members ages 6-18, if qualify

### Prenatal

- 1 safe sleep kit yearly for members who are pregnant, members with infants under age 1, or members under age 1

### Wellness

- Up to \$75 yearly rewards for doctor visits
- 13-week voucher for WW® (formerly Weight Watchers)
- 3 months of fresh fruits & veggies for qualifying members

### Youth

- \$75 yearly for membership like Boys and Girls Club, Boy Scouts, or Girl Scouts
- Up to \$150 for after school activities

### Other

- Cell phone with monthly data, minutes and bonus minutes
- \$20 Uber gift card for college students for grocery stores, local events

### Education

- GED program with free practice and regular tests

### Prenatal

- High-risk pregnancy home educational visits

### Wellness

- \$75/year rewards gift cards
- Weight Watchers® membership for qualifying members

### Youth

- Boys & Girls Club membership, ages 18 and younger
- Home visits, supplies for children with asthma, ages 2-18

### Other

- Pain management education and support
- Extra pair of glasses and eye exam every 2 years, ages 21-64
- 2 meals per day for up to 7 days after hospital stay
- Smart phone with 350 minutes, unlimited texts & 4.5 GB data per month

# Standard Plan

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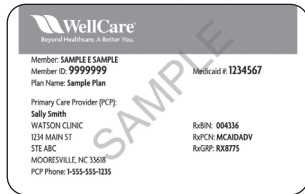


**1-866-799-5318**

TTY: 711

wellcare.com/nc

7 a.m. to 6 p.m.,  
Monday through Saturday



**Statewide**  
(all 100 counties)

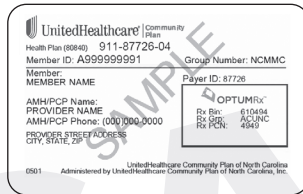


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TTY: 711

uhccommunityplan.com/nc

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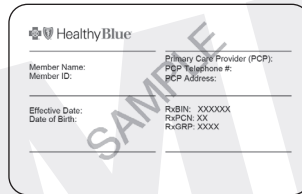


**1-844-594-5070**

TTY: 711

healthybluenc.com

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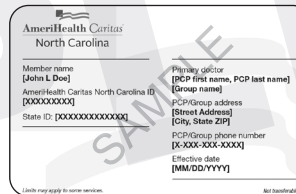


**1-855-375-8811**

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24 hours a day,  
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**Statewide**  
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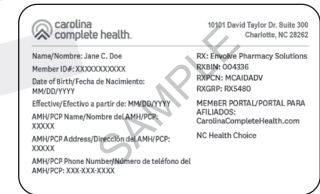


**1-833-552-3876**

TTY: 711

carolinacompletehealth.com

7 a.m. to 6 p.m.,  
Monday through Saturday



**Only available**  
**in the counties listed below**

**Carolina Complete Health is only available in these counties:** Alamance, Alexander, Anson, Bladen, Brunswick, Cabarrus, Caswell, Catawba, Chatham, Cleveland, Columbus, Cumberland, Durham, Franklin, Gaston, Granville, Harnett, Hoke, Iredell, Johnston, Lee, Lincoln, Mecklenburg, Montgomery, Moore, Nash, New Hanover, Orange, Pender, Person, Richmond, Robeson, Rowan, Sampson, Scotland, Stanly, Union, Vance, Wake, Warren, Wilson

Please turn the page for added services ►

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#### Wellness

- \$75/year rewards gift cards
- 20% CVS discount card
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#### Youth

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#### Other

- Cell phone with monthly data, minutes and bonus minutes
- \$20 Uber gift card for college students for grocery stores, local events

#### Education

- GED program with free practice and regular tests

#### Prenatal

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#### Wellness

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- Weight Watchers® membership for qualifying members

#### Youth

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- Home visits, supplies for children with asthma, ages 2-18

#### Other

- Pain management education and support
- Extra pair of glasses and eye exam every 2 years, ages 21-64
- 2 meals per day for up to 7 days after hospital stay
- Smart phone with 350 minutes, unlimited texts, & 4.5 GB data per month

#### Education

- GED exam voucher, study materials
- \$75/year value school supplies, online tutoring, members grades PreK-12 before GED

#### Prenatal

- Up to \$100 per year for new mothers; car seat, diapers, diaper bag, breast pump, high-risk pregnancy visits

#### Wellness

- \$75 per year rewards card
- \$120 per year for approved healthy foods at Walmart®
- Up to 14 weeks of Weight Watchers® and online tools

#### Youth

- \$75 per year value after school sports/activities/youth club membership, ages 6-18

#### Other

- \$125/year for glasses, contacts for members ages 21 & up
- \$120/year per household for over-the-counter products
- Cell phone with 250 monthly minutes, free calls, texts

# NC Medicaid Direct

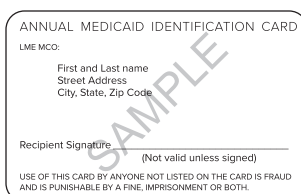
Read the NC Medicaid Direct **added services**. Some services may only be available for members who qualify. For questions, call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com).

## NC Medicaid Direct

**1-888-245-0719**

[bit.ly/NCBeneficiaryPortal](https://bit.ly/NCBeneficiaryPortal)

8 a.m. to 5 p.m.,  
Monday through Friday



**Only available to members  
who qualify**

## Added Services

- Community Guide/Navigator
- Community Transition
- Individual Support
- In-Home Skill Building
- NC Innovations Waiver Services
- Intensive Recovery Supports
- Respite
- Supported Employment Services
- Transitional Living Skills

**The six Local Management Entity-Managed Care Organizations (LME-MCOs) serve the following counties:**

**Alliance Health:** Cumberland, Durham, Johnston, Mecklenburg, Orange, Wake

**Eastpointe:** Duplin, Edgecombe, Greene, Lenoir, Robeson, Sampson, Scotland, Warren, Wayne, Wilson

**Partners Health Management:** Burke, Cabarrus, Catawba, Cleveland, Davie, Forsyth, Gaston, Iredell, Lincoln, Rutherford, Stanly, Surry, Union, Yadkin

**Sandhills Center:** Anson, Davidson, Guilford, Harnett, Hoke, Lee, Montgomery, Moore, Randolph, Richmond, Rockingham

**Trillium Health Resources:** Beaufort, Bertie, Bladen, Brunswick, Camden, Carteret, Chowan, Columbus, Craven, Currituck, Dare, Gates, Halifax, Hertford, Hyde, Jones, Martin, Nash, New Hanover, Northampton, Onslow, Pamlico, Pasquotank, Pender, Perquimans, Pitt, Tyrrell, Washington

**Vaya Health:** Alamance, Alexander, Alleghany, Ashe, Avery, Buncombe, Caldwell, Caswell, Chatham, Cherokee, Clay, Franklin, Graham, Granville, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Person, Polk, Rowan, Stokes, Swain, Transylvania, Vance, Watauga, Wilkes, Yancey

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# EBCI Tribal Option

Read the EBCI Tribal Option **added services**. Some services may only be available for members who qualify. For questions, call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com).



## EBCI TRIBAL OPTION

**1-800-260-9992**

TTY: 711

EBCITribalOption.com

8 a.m. to 4:30 p.m.,  
Monday through Friday

ANNUAL MEDICAID IDENTIFICATION CARD

LME MCO:

First and Last name  
Street Address  
City, State, Zip Code

EBCI TRIBAL OPTION

Recipient Signature \_\_\_\_\_  
(Not valid unless signed)

USE OF THIS CARD BY ANYONE NOT LISTED ON THE CARD IS FRAUD  
AND IS PUNISHABLE BY A FINE, IMPRISONMENT OR BOTH.

**Only available in the  
counties listed below**

### Added Services

#### Education

- Up to \$250 Graduate Equivalency Degree (GED) exam voucher, materials and life skills training
- Up to \$750 voucher for Associate Degree tuition and materials
- Up to \$250 voucher for a computer if accepted and enrolled full time in an institution of higher education

#### Prenatal

- Up to \$75 in gift cards if go to prenatal appointments

#### Wellness

- Offers of nutrition, cooking, and exercise classes

#### Youth

- 1 pair sport shoes per calendar year
- Car safety seat with installation and use education

#### Other

- Cherokee Language classes and supplemental learning materials
- Transportation for job training and other activities to implement person's care plan

**EBCI Tribal Option is only available in these counties:** Buncombe, Clay, Cherokee, Graham, Haywood, Henderson, Jackson, Macon, Madison, Swain, Transylvania

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